

**Sample Departmental Survey**  
**BUSINESS OFFICE**  
**Sample Survey of Individual Departments**

<b>SUBJECT: Business Office</b>
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1.      What information is given to patients at the Patient Registration Process? Who is giving this information? How often is this information given?
  
  
  
  
  
  
  
  
  
  
2.      What information is given to patients during the Admission process? Who is giving the information?
  
  
  
  
  
  
  
  
  
  
3.      What information is given to patients by the Patient Benefits    Coordination regarding their role? How often is this information given?
  
  
  
  
  
  
  
  
  
  
3.      What information is given to patients by the Patient Accounting Technicians regarding billing Third Party Insurance Carriers?
  
  
  
  
  
  
  
  
  
  
4.      What information is given to patients as to why the Business Office asks the questions they do? How often? Who informs the patients of this information?
  
  
  
  
  
  
  
  
  
  
5.      Do you think the Business Office has a role in providing Patient Education? Briefly explain your answer.